

Information Management TODAY

In the Office of Science

Inside this Issue

INTRODUCTION	1
MEASURES OF CUSTOMER SATISFACTION	1
NEW CAPABILITIES COMING ON LINE	2
DOE-WIDE IM COLLABORATION GROWS	2
CHANGES COMING IN CYBER SECURITY	2
SPOTLIGHT ON THE SC SUPPORT CENTER	3
FREQUENTLY ASKED QUESTIONS	4
INFORMATION MANAGEMENT CONTACT LIST	4

Introduction

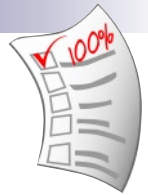
This first *IM Today* of FY 2001 reflects the growing interest and involvement of SC's customers in all things related to Information Management (IM). You will read updates about new Information Management for the Office of Science (IMSC) capabilities now on line and planned for this year, as well as an update about the SC Intranet Portal that will improve your access to a wide range of information. In the Insert to the newsletter, you will find a detailed summary of the products and services planned for delivery this fiscal year. These products and services are based on the FY 2001-2005 SC IM Strategic Plan, which was developed with customer input; and customers are working collaboratively with our IM developers at critical points during every project to ensure that the final product or service truly meets customer needs.

To measure our performance in that regard, the IM Team has worked closely with the SC Customer Information Advisory Group to develop our first set of customer-driven performance measures. We will revise and improve these measures as we gain experience with them, always with the goal of improving service to you, the customer.

Finally, in this issue of *IM Today*, we are initiating a new feature spotlighting the SC Support Center (SCSC). SCSC not only keeps our systems, servers and LAN running, but it is also where we turn for help with all of our IM questions and needs. We hope the information shared in this regular feature will help you get to know SCSC better. Please submit to SCSC any ideas for articles, or information that you would like to see in future issues of *IM Today*.

Information Management and Technology Division
Office of Resource Management, SC-60

Measures of Customer Satisfaction



The Information Management (IM) products and services that will be delivered in FY 2001 are summarized in the Insert to this issue of *IM Today*. Now that work is under way on those products and services, it is important to be able to measure customer satisfaction with what is provided. The IM Team worked with the SC Customer Information Advisory Group (CIAG) from June through September of this year to develop a set of performance measures to begin assessing customer satisfaction. Each performance measure is designed to be easy to track, to target services most important to the customer, and to support the goal of providing IM products and services that effectively support SC HQ business activities. At its September 20, 2000 meeting, the CIAG endorsed the eight performance measures that are summarized below.

The first two items will be measured by surveying SC HQ customers (near the end of the fiscal year). The IM Team will measure the last six items at the end of each month in FY 2001. The goal for each is 100%. All results will be discussed with the CIAG with the intent of improving service as well as improving the performance measures to better quantify customer satisfaction.

Items To Be Measured...

1. Percentage of business activities for which new automation is implemented that experience improvement, time savings, or cost savings.
2. Percentage of customers stating that productivity has improved during the past year due to IM support.
3. Percentage of SC Support Center (SCSC) calls that are resolved by a single phone analyst before the end of the call.
4. Percentage of SCSC calls that a phone analyst answers within 30 seconds.
5. Percentage of SCSC "Helpdesk-Medium Priority" calls (the vast majority of calls) that are resolved within 4 hours.
6. Percentage of time that e-mail is operational (i.e. working).
7. Percentage of the common suite of software and corporate systems available to the desktop that are also available through remote access.
8. Percentage of CIAG action items assigned to SC-65 that are resolved by due dates.

The IM Team will be bringing several new capabilities on line during the coming months. These automated tools will improve the efficiency, with which we manage the grants and proposal process and transmit budget information electronically within SC HQ. These tools will also provide easy access through a new SC Intranet capability to a wide range of information we need to do our work. The status of some of these new tools is summarized below.

Execution Work Management

A new automated tool for managing the grants and proposal process is now on line. The first module of the Information Management for the Office of Science (IMSC) corporate system, called Execution Work Management, was released for use on November 7, 2000. This module allows users to issue solicitations and maintain information on grants and proposals. The IM Team provided training to all users in October and converted data from the Integrated Procurement System (IPS) during a four-day transition period. The Execution Work Management module replaced IPS and will function in the same capacity, interfacing with the Financial Management Division's Financial Management Information System and the Office of Biological and Environmental Research's Research Information Management System. Based on user training and testing, additional enhancements will be included in a second Execution Work Management module currently scheduled to be on line during the second quarter of FY 2001.

Budget Worksheet Exchange

Work continues on the initial IMSC Budget Worksheet Exchange module that, ultimately, will provide for development and routing of electronic SC budget information among the Financial Management Division and all SC HQ programs. The High Energy Physics Program is performing the initial SC Program testing on this module. A Beta 3 release, a pre-release version containing valid data, is scheduled for testing by the Basic Energy Sciences Program. Plans to include all other SC Program Offices in the design and development of the second module of Worksheet Exchange beginning in the second quarter of FY 2001, with completion scheduled for the fourth quarter of FY 2001.

SC Intranet Portal

Access to IMSC's Execution Work Management and Budget Worksheet Exchange modules will be through the SC Intranet capability called the SC Intranet Portal (SCIP). The first module of the SCIP is scheduled to be available in the second quarter of FY 2001. The SCIP will provide each SC user with a personalized, web-based view of the SC HQ corporate information needed to do his or her work, which should reduce the amount of time needed to search for business data to complete budget, procurement, and human resource functions. As additional capabilities are developed, users will also have seamless access to calendar, reporting, Internet information sources, and database query services when he or she connects to the SCIP.



SC, DP, EM Take Strategic Lead

There is increasing communication among Headquarters, Operations Offices, and laboratories about the best way to provide information management (IM) and information technology (IT) services and products to the Department. Driven by the need to increase integration of IM throughout the Department and to leverage limited IM budgets and resources, the three largest Lead Program Secretarial Offices (LPSOs) have developed "The LPSO Plan for Information Management-Implementing the Vision." The collective vision of Environmental Management (EM), Defense Programs (DP), and SC includes the collaborative development of an integrated strategy to support both program goals and corporate DOE IM/IT strategic goals. The Plan encompasses the business and corporate IM/IT activities of the Operations Offices and contractors, and contains 11 specific implementation actions over the next year.

During the past month, the three LPSOs conducted videoconference reviews of the IM/IT plans and budgets of the eight Operations Offices and three field offices. A 2 1/2 day session was held in early November to focus on (1) formalizing ongoing working relationships, (2) identifying near-term collaboration efforts, and (3) developing strategies for improving the IM/IT planning and budgeting process. Future issues of *IM Today* will provide an update on this important endeavor and its anticipated benefits for our SC customers.

SC and Chicago Operations Office Collaboration

The Chicago Operations Office (CH) has just completed a seven-month Information Architecture project to address long-term data, information system, and technology needs. This effort was carried out as a collaborative effort with SC HQ and was modeled on the SC HQ information architecture.

The creation of a CH-wide architecture will help to ensure that all systems will be integrated and interoperable, that data will be shared rather than duplicated, and that corporate needs will be placed before individual needs. The participants in the CH architecture effort feel that significant progress has been made toward achieving a user-friendly, cost-effective, business-driven environment that supports the "One Chicago" management philosophy.

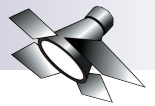
Changes Coming in Cyber Security

As we rely increasingly on computer systems to carry out our business functions, it is important to pay adequate attention to protecting our business data. The FY 2001 Information Management (IM) Operating Plan includes a Cyber Security project that will define and implement the security policies, procedures and mechanisms needed to protect SC HQ cyber resources.



The goals of this project are to define reasonable safeguards that meet SC HQ security needs, comply with DOE policies and regulations, and minimize any impact on the user. Clearly, tradeoffs will be required among factors such as cost, degree of risk, the state of security products available, and user impact.

SC HQ customers will be involved in making those tradeoffs. The SC Customer Information Advisory Group (CIAG) will provide advice on the impact on customers of each proposed cyber policy. The CIAG will also advise on options for implementing each policy at high-, medium-, and low-cost levels. The SC IM Board will review and approve the policies and recommended implementation options.



The SC Support Center (SCSC) plays a critical role in keeping the “IM machine” running and providing the day-to-day assistance we all need in using Information Management (IM) products and services to do our work more efficiently. By including this column in *IM Today* we hope to recognize the role of SCSC not only in terms of behind the scenes hardware and software support, but also as the first place we turn for IM help. You will find a variety of features here over the coming months, including Q’s and A’s based on questions the SCSC hears frequently, reminders of changes that will affect users, and explanations of existing and new services.

Did you know?

The SC Support Center:



From Left to Right: Wayne Chartran, Denise Kammers, Tom Picarella, Michael Harris, and Paul Gifford.

- Handles approximately 9,500 customer calls a year.
- Responds to about 220 customer requests for laptops, Blackberries, cell phones, projectors, and pagers a year.
- Backs up over 30 Gigabytes of data daily totaling about 170 Gigabytes weekly (1 gigabyte = a pickup truck filled with paper).
- Makes approximately 6,000 desk-side visits a year.
- Completes about 65 changes to existing systems a year.
- Maintains an infrastructure that includes 35 servers, 465 workstations, and 130 printers.
- Is available from 7:30 a.m. to 5:30 p.m. on working days, with limited support available by phone during non-business hours.



From Left to Right: Fabio Rincon, Barry Cohen, Sarwat Rizvi, Jeff Toquinto, John Field, Michael Lynott, Mae-Ling Chen, Ted Griffin (Support Center Federal Lead), Brent Baker, and Tom Monahan.

Contact the SC Support Center for any and all of your IM-related Needs!
Phone: 301-903-5313 or 1-877-45DOESC
E-Mail: SCSC

Reminders

Outlook Web Access URL Change

For those of you who use Outlook Web Access (OWA) to read your e-mail from outside the Forrestal or Germantown buildings, the URL has changed from <http://owa.sc.doe.gov> to <https://owa.sc.doe.gov>. (Note that this change adds an “s” after http). This change will not affect those of you who dial in using Remote Access. The change will increase security by providing more secure connections for access through the DOE firewall to the SC OWA system.

Regularly Scheduled Maintenance Period

As part of the SC Support Center’s (SCSC) effort to provide efficient preventive maintenance and updates to SC HQ systems, servers, and LAN for high-speed network access and mail integrity, a monthly preventive maintenance period will be regularly scheduled on the second Sunday of every month from 6:00 a.m. to 12:00 p.m. All systems are subject to this maintenance (i.e., any of them could be off line during this period), including remote access and e-mail. SCSC will continue to send a monthly e-mail to users as a reminder of the scheduled maintenance.

Frequently Asked Questions

When I receive a WordPerfect (WP) file from someone, how do I convert it to Microsoft Word?

The conversion is done automatically simply by opening the file in Word as follows:

1. Open Microsoft Word.
2. Click on File and then click on Open.
3. Browse to the directory location for the WP file and open it.
4. Once Word has displayed the text, you will be working in Word.
When you close the document, you will be given the option to save it as a Word document.

I'm not clear on what the SC Support Center (SCSC) will do for me regarding my printer. For example, will SCSC provide and install a toner cartridge?

SCSC is responsible for providing users with printers that comply with the SC HQ architecture, providing training as necessary on how to use the printer (including selecting the correct settings), and making sure that those printers are working. SC users need to obtain paper and purchase toner cartridges from the Self Service Store (R-008) near the warehouse at Germantown and GA 171 at Forrestal. SCSC will assist in replacing toner cartridges as requested.

How do I schedule the Blue Room?

The following steps describe how to schedule a meeting, including how to schedule the Blue Room (H-209, Germantown) and select/notify meeting attendees. **If you are already familiar with how to schedule meetings through Outlook, look at steps 6-8 to see how to reserve the Blue Room.**

To schedule a meeting, including reserving the Blue Room, follow these 14 steps:

1. In Outlook, click on Calendar.
2. In the Toolbar, select either Day, Work Week, or Week. On the upper right hand side of the screen you will see a calendar month displayed.
3. Use the arrows to move between the months and then click on the preferred day for your meeting.
4. Click on 'Actions' in the toolbar and from the pull-down menu, choose 'New Meeting Request.' An 'Untitled-Meeting' screen will appear.
5. Under 'Subject,' type in the subject of your meeting.
6. Click on the tab 'Attendee Availability.'
7. Click on 'Invite Others' - a 'Select Attendees and Availability' screen appears.
8. When the Global Address List appears, type in 'CR-SC Blue Room.'
When the Blue Room is highlighted at the top of the list, click 'Required.'
9. Select attendees for the meeting. Click on 'OK.'
10. Next to each attendee, including the Blue Room, you will see one of four (4) colors: Light Blue - Tentative Availability / Dark Blue - Not Available / Purple - Out of Office / Gray (no color) - Available.
11. You can then choose an available time and date under 'Meeting Start Time' and 'Meeting End Time.'
12. Click back on the 'Appointment' tab. Verify that you have all the correct information chosen.
13. Click on 'Send.'
14. You will then be notified via e-mail that the Blue Room has been scheduled. Other attendees will be given the option to accept or decline the meeting.

Information Management Contact List



www.sc.doe.gov/production/orm/621home.htm

SC-65

Strategic Planning & Architecture (SPA)			
Ted	Griffin	Federal Lead	3-4602
Pat	Rice		3-4556
Systems Development (SD)			
Gene	Hughes	Federal Lead	3-5409
Systems Engineering (SE)			
Gene	Hughes	Federal Lead	3-5409
Application Integration & MGMT (AIM)			
Kathi	Centeno	Federal Lead	3-5472
Production (Support Center)			
Ted	Griffin	Federal Lead	3-4602
Jeanne	Beall		3-4587
Program Management (PM)			
Dick	Yockman	Federal Lead	3-3394

IM Board

Bill	Valdez	Chair	SC-5
Bill	Nay	Security Advisor	SC-80
Melea	Baker	Exec. Sec. Mgt. Team	SC-30
Peggy	Burris		SC-1
Steve	Buswell		SC-7
Greg	Dilworth		SC-17
Bob	Woods		SC-22
Mary-Anne	Scott		SC-30
John	Willis		SC-55
Myrna	Vallette		SC-62
Mike	Riches		SC-70
John	Yates		SC-82
Larry	Vann	Ex Officio	CH
Roy	Whitney	Ex Officio	Jefferson Lab
Jim	Hirahara	Ex Officio	OAK
Jerry	Wills	Ex Officio	OR
Joe	Wiley	Ex Officio	RL

IMSC Team

Peter	Rosen	Co-Champion	SC-20
Ari	Patrinos	Co-Champion	SC-70
John	Alleva	Co-Lead	SC-64
Marvin	Stodolski	Co-Lead	SC-72
Diane	Dunlop		OSTI
Dean	Oyler		SC-5
Anne Marie	Zerega		SC-5
Norman	Kreisman		SC-5
Steve	Buswell		SC-7
Joseph	Martinez		SC-14
Nicholas	Woodward		SC-15
Donna	Sier		SC-22
Walter	Polansky		SC-32
Steve	Eckstrand		SC-55
John	Sauter		SC-55
Myrna	Vallette		SC-62
Isla	Wells		SC-63
Bill	Burrier		SC-64
John	Yates		SC-82
Anna	Lowe		SC-83

CIAG MEMBERS

John	Willis	Chair	SC-55
Greg	Dilworth	Alt Chair	SC-17
Pat	Rice	Exec. Secretary	SC-65
Shahida	Afzal	Exec. Sec. Mgt. Team	SC-50
Peggy	Burris		SC-1&5
Steve	Buswell		SC-7
Dean	Oyler		SC-22
Cathy	Hanlin		SC-23
Jane	Hiegel		SC-31
Steve	Eckstrand		SC-55
Bill	Burrier		SC-64
Marvin	Stodolsky		SC-72
Caryle	Miller		SC-82

FY2001 IM Products and Services

All Information Management (IM) products and services planned for delivery in FY 2001 are listed in the following chart. The category entitled "Maintain Existing Services" identifies IM products and services that you have become accustomed to, such as the SC Support Center, maintenance of existing systems, upgraded laptops, and customer driven IM planning. The second category entitled "Provide New Services" identifies the new systems (i.e., SC Intranet Portal versions) and technologies (i.e., Infrastructure versions) to be delivered in accordance with customer priorities. Each SC Intranet Portal and Infrastructure version represents a major delivery of service providing multiple new capabilities.

The reverse side of this insert summarizes the new services that will be delivered. More details can be obtained in our FY 2001 IM Operating Plan, which is available on the SC-621 homepage (www.sc.doe.gov/production/orm/621home.htm).

	Q1	Q2	Q3	Q4
MAINTAIN EXISTING SERVICES				
Production				
✓ Maintain SC Support Center, maintain IM infrastructure, maintain existing legacy IM systems, and provide for ad-hoc HW/SW user requests	X	X	X	X
IM Strategic Plan Update				
✓ Update Principles, update Catalog of Systems	X			
✓ Update Business Model		X		
✓ Update Data Architecture, update Technology Architecture, and develop FY02-06 IM Strategic Plan			X	
✓ Develop FY02 IM Operating Plan				X
✓ Research SC Ops Office and Lab systems		X	X	X
IM Communications				
✓ Publish IM Today newsletter, conduct monthly IM Board meetings, and conduct weekly Customer Group meetings, and update IM Team Homepage	X	X	X	X
IM Performance				
✓ Update IM service policies and develop FY02 IM performance measures				X
✓ Track IM performance measures monthly	X	X	X	X
IM Miscellaneous				
✓ Support update of SC home page				
✓ Retire old IM systems, upgrade 33% of laptops	X	X	X	X
✓ Support Flexi-place		X	X	X
PROVIDE NEW SERVICES¹				
✓ Deliver Implement Cyber Security Plan		X	X	X
✓ Deliver SC Intranet Portal 1.0		X		
✓ Deliver SC Intranet Portal 1.1		X		
✓ Deliver SC Intranet Portal 1.2			X	
✓ Deliver SC Intranet Portal 2.0				X
✓ Deliver Infrastructure 1.0			X	
✓ Deliver Infrastructure 2.0				X
✓ Deliver Infrastructure 3.0 ²				
✓ Deliver Network Redesign for Web Enabled Applications ²				

¹ Training and release schedules are shown by quarter.

² Work begins in third and fourth quarters respectively, with training and release dates scheduled for FY 2002.

FY 2001 IM Products and Services Descriptions

SC Intranet Portal 1.0

SC Intranet Portal 1.0: Provides central management of SC HQ automated capabilities in a secure environment, with access to IMSC Execution Work Management (EWM), Worksheet Exchange (WSX), and IMSC query/reporting. Supports remote dial-in over DOENet backbone.

Execution Work Management (EWM) Update: Provides updates and capabilities identified and prioritized by the IMSC Team after rollout of EWM 1.0.

Worksheet Exchange 1.0: Provides an electronic means of communicating budget data between two SC HQ Program Offices (HEP and BES) and the Financial Management Division (SC-63). In addition, all SC HQ programs will participate in review and testing summary sessions as required. When the application is complete, Program Office users will be able to receive a Microsoft Excel worksheet from SC-63, calculate numerous budget scenarios, and return the data electronically to SC-63 for easy incorporation into the Financial Management Information System (FMIS).



SC Intranet Portal 2.0

Execution Work Management 2.0: Supports the SC HQ grants and Field Work Proposal process by maintaining information on review and selection data based on grants and proposals.

Support Services Package 1.1: Provides the SC HQ with additional query and reporting tools. This application will augment the IMSC corporate database by allowing users to ask ad-hoc questions of the database.

Worksheet Exchange (WSX) 2.0: Supports electronic communication between SC-63 and all SC HQ programs. Also, supports the SC HQ budget formulation process by managing appeals, providing the ability to maintain B&R coding structures, managing budget constraints, recording budget information, managing budget scenarios, and monitoring the budget process.

Management Package 1.0: Supports the establishment of SC's research direction by recording information on scientific opportunities and programs.

Reference 1.1: Supports all SC HQ business activities by maintaining guidance and regulatory information.

Intranet 2.0: Supports all SC HQ business activities by providing enhanced capabilities (e.g., desktop video) to the central management of SC HQ automated capabilities in a secure environment.

Infrastructure 1.0

Graphics Tool Set: Implements a unified tool set for creating, editing, publishing, archiving, and retrieving static graphics (images), including presentation, clip art, engineering and line drawings, hand-drawn graphics, and photographs.

MS Office 2000 and Project 2000 Upgrades: Upgrades current desktop suite to MS Office 2000 and MS Project 2000.

Infrastructure 2.0

Document Management 1.0: Develops file plans for the most common SC HQ business documents, i.e., proposals, abstracts, selection statements and financial plan changes.

Windows 2000 Deployment:
Deploys MS Windows 2000 OS to replace MS Windows 95.

Infrastructure 3.0

Document Management 2.0: Expands document management to all official SC HQ electronic documents.

Network Redesign/ Web Enabled Applications

Redesigns and implements the SC HQ network infrastructure to enhance robustness, security, and reliability.

SC Intranet Portal 1.1

Execution Work Management (EWM) 1.1: Revises IMSC EWM 1.0 based on the input of the IMSC Team. Specific issues will not be identified until EWM 1.0 is on line.

Daytimer: Provides a group calendar and schedule capability for SC-1 to replace the current legacy Daytimer application.

Support Services 1.0: Provides the SC HQ with an enhanced query and reporting tool. This application will augment the IMSC corporate database by allowing users to ask ad-hoc questions of the database.

SC Intranet Portal 1.2

SC Intranet Portal (SCIP) 1.2 Update: Provides advanced full text search and query capabilities to the SCIP.